

FORM FOR SCORING OF TRAINING RESOURCE TO FULFILL FEDERAL BUILDING PERSONNEL TRAINING ACT (FBPTA) CORE COMPETENCIES

The FBPTA requires Federal building personnel to demonstrate compliance with a set of Core Competencies. The General Services Administration (GSA) accepts submissions for courses, certificates, certifications, accreditations, registrations, licenses, and other qualifications that demonstrate alignment with the FBPTA Core Competencies. GSA will post resources that sufficiently map to FBPTA Core Competency requirements on the FMI webpage (www.fmi.gov) and may incorporate them into the Core Competency Web Tool. The Web Tool allows Federal buildings personnel to immediately claim credit for competencies met by completing approved training. FMI and the Core Competency Web Tool help Federal employees identify appropriate training, and allow Federal agencies to share information on training sources. To qualify for consideration, submitters complete this form describing how a specific training resource, certification / accreditation, license or other resource aligns with FBPTA core competencies through AskFMI@gsa.gov.

Initial Review Submission Completion Date: August 30, 2013

Technical Review Conducted By: Steve Grant

Technical Review Submission Completion Date: October 24, 2013

Technical Review Submission Completion Date:

Alignment of Competency with Functional Roles

	Often Aligned with Facility Management roles (24/43 Core Competencies)
	Often Aligned with Building Operations Professional roles (6/43 Core Competencies)
	Often Aligned with Energy Management Role (7/43 Core Competencies)
	Often Aligned with more than one role (6/43 Core Competencies)

1. Please complete the following for each training course submitted for consideration:

Training provider: International Facility Management Association

Provider address information (primary physical location, including address, city, state, zip code): International Facility Management Association, 800 Gessner Road, Suite 900, Houston, TX 77024 USA

Provider's primary point of contact for this learning resource (name, primary physical location (if different from provider address information), phone, and email):

Title of this training resource: Leadership & Strategy, Facility Management Professional (FMP)

Type of training course: The FMP is an assessment-based certificate program based on the 4 most heavily-weighted competency areas determined by IFMA's Global Job Task Analysis: Finance and Business, Operations and Maintenance, Leadership and Strategy, and Project Management. Each course is followed by a 50-question online final assessment. Successful completion of all four final assessments qualifies candidates for the FMP credential.

Does this course provide CEUs (Continuing Education Units) and if so, how many and for what occupation or field: In the self-study format, this course earns 0.9 CEUs; the instructor-led course earns 1.9 CEUs. IFMA is an IACET Approved Provider so many related fields accept IFMA CEUs, i.e., Facility Management, Interior Design, Architecture and so forth.

Learning objective(s) associated with this training course: FMP - Leadership and Strategy Learning Objectives

Chapter 1: Plan Strategically

After completing this chapter, students will be able to:

- Explain the importance and objectives of strategic planning.
- Align the facility's strategic plan with the entire organization's strategy.
- Develop a balanced scorecard to define and measure strategic and tactical goals and progress.
- Assess property and services needed to meet current and future organizational requirements.
- Formulate justification for approval of a strategic facility plan and/or a facility master plan.
- Establish a strategic plan change process.
- Obtain approval and funding of tactical plans.

Chapter 2: Lead and Manage the Facility Organization

After completing this chapter, students will be able to:

- Explain the complementary but different natures of leadership and management.
- Discuss the benefits of learning about one's own and others' motivations and behavior in work environments.
- Discuss how to lead, inspire, influence and manage the FM organization in support of the entire organization's goals.
- Describe how to excel as an FM organization using best practices, continual improvement, and change management and reengineering.
- Explain the importance of advocating for facility management needs and priorities.
- Create a strong organizational structure and teams for the facility function.
- Describe the individual roles on teams.
- Develop and support robust FM policies, procedures and practices for the entire organization.
- Clarify and communicate responsibilities and accountabilities for staff and contractors using proper job design and work coordination.
- Resolve conflicts by understanding root causes and using principled negotiation.

Chapter 3: Provide Leadership to the Entire Organization

After completing this chapter, students will be able to:

- Promote, encourage and adhere to a code of conduct by serving as a role model, enforcing codes and exhibiting ethical leadership.
- Explain shared components of codes of conduct and the IFMA Code of Ethics.
- Apply relationship management goals and principles to develop and manage/oversee stakeholder relationships and be sensitive to the needs of stakeholder groups.
- Explain how to ensure compliance with corporate social responsibility policies by leveraging the role of facility managers.

Delivery method and learning methods (delivery methods may include online instruction, classroom instruction, or other means, and learning methods could include lecture, group work, essay work, quizzes, or other learning activities): This course is available in either a self-study format or as an instructor-led classroom course. Each student receives a printed course manual (either hard copy or e-book) and access to the online portal which offers activity-based learning, flashcards, case studies, chapter quizzes, and the final assessment. Students taking the instructor-led course also have access to the PowerPoint slides used by instructors to reinforce content. Those taking the self-study format should be self-motivated and able to learn by reading the material, answering progress check questions and completing chapter quizzes, and by taking advantage of the additional material available in the portal. Students in the classroom have those components available in addition to having the benefit of instructor lectures and slides, as well as class discussions and additional learning activities.

**Length of training (in hours):** At conferences or events and by chapters, the instructor-led version of this course is two full days in length, plus reading to be done outside the classroom. Colleges and universities which offer this course determine their own schedule, usually a few hours per week over a quarter or semester. Completion of the self-study course varies according to the individual, but commonly takes at least ten hours.

URL link to information about the training course, content, and/or syllabus: <http://www.ifmacredentials.org/fmp/>

2. Review the course objective(s) that have been submitted as being aligned with required FBPTA performance criteria. Review the learning methods in the course that will support that learning objective(s).

FBPTA Core Competency Area	FBPTA Core Competency	Required FBPTA performance criteria		Based on technical review of learning objectives and skills, does this resource map to the performance criteria?	Initial Review: Are all submission requirements included?	Initial Review: Are descriptions clear and logical?	Initial Review: Are all materials referenced included with the submission?	Technical Review: Learning Objectives Reviewed	Technical Review: Skills Reviewed	Technical Review: Are there any clarifications requested?	If clarification requested, note here	Clarification Response From Provider	Technical Review: Identify other materials submitted	Technical Review: Other Materials Reviewed
1. Management of Facilities O&M	1.1 Management of Building Systems	1.1.2.Demonstrate ability to work with Facilities Team to assess a facility's need for building systems.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate ability to work with Facilities Team to assess a facility's need for building systems.	Yes	Yes	Yes	Yes	Yes	No			None	No
		1.1.4.Demonstrate ability to work with Facilities Team to establish practices and procedures.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate ability to work with Facilities Team to establish practices and procedures.	Yes	Yes	Yes	Yes	Yes	No			None	No
		1.1.5.Demonstrate ability to work with Facilities Team to determine and administer the allocation of building systems' resources.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate ability to work with Facilities Team to determine and administer the allocation of building systems' resources.	Yes	Yes	Yes	Yes	Yes	No			None	No
		1.1.8.Demonstrate ability to work with Facilities Team to develop emergency procedures for building systems.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate ability to work with Facilities Team to develop emergency procedures for building systems.	Yes	Yes	Yes	Yes	Yes	No			None	No
	1.4. Management of Other Facility Systems	1.4.2.Demonstrate ability to work with Security Personnel as required.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate ability to work with Security Personnel as required on: o Personnel ingress/egress o Controlled access systems o Backup power requirements o Emergency Lighting	Yes	Yes	Yes	Yes	Yes	No			None	No
3. Technology	3.1. Technology Solutions	3.1.2.Demonstrate ability to identify and interface with internal and external accountable resources (e.g., external vendors, internal or external IT systems owners).		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate ability to identify and interface with internal and external accountable resources (e.g., external vendors, internal or external IT systems owners).	Yes	Yes	Yes	Yes	Yes	No			None	No
		3.1.6.Demonstrate ability to recommend and communicate policies. Establish practices and procedures.		Partial. This course received credit because the course provides general knowledge of communicating policies and establishing practices and procedures. However, the course does not cover this in relation to the competency area of Technology Solutions.	Yes	Yes	Yes	Yes	Yes	No			None	No

10. Business, Budget and Contracting	10.1. Total Cost of Ownership (TCO)	10.1.1.Demonstrate knowledge of the mission of the Facilities' Occupants and how the facilities enhance that mission.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate knowledge of the mission of the occupants of the facilities and how the facilities enhance that mission.	Yes	Yes	Yes	Yes	Yes	No			None	No
	11.1. Communication and Administration	11.1.2. Demonstrate ability to supervise personnel as required.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate ability to supervise personnel as required: o Plan staffing needs and requirements o Hire, contract, reassign, retrain, right-size o Coordinate personnel assignments o Coordinate work performed as contracted services o Evaluate performance o Support personnel development o Provide leadership	Yes	Yes	Yes	Yes	Yes	No			None	No
		11.1.3. Demonstrate ability to perform administrative duties.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate ability to perform administrative duties: o Administer policies, procedures and practices o Administer the acquisition, distribution and use of material resources o Maintain documentation systems	Yes	Yes	Yes	Yes	Yes	No			None	No
	11.2. Personnel	11.2.1. Demonstrate knowledge and ability to ensure corporate, life safety, and regulatory compliance.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate knowledge and ability to: o Evaluate and manage the facility's support of organizational goals and objectives. o Monitor changes in laws and regulations. o Assure the facility and its operation complies with laws and regulations o Monitor and assure changes in the facility function and services o Monitor information and trends about human and environmental concerns o Ensure training is conducted to maintain safe and effective use of the facility o Conduct due diligence studies	Yes	Yes	Yes	Yes	Yes	No			None	No
		11.3.1.Demonstrate knowledge and ability to investigate ways to improve facility services.		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate knowledge and ability to investigate ways to improve facility services.	Yes	Yes	Yes	Yes	Yes	No			None	No



12. Performance Measures	12.3. Establishment and Implementation	12.3.5.Demonstrate ability to establish feedback systems to support continuous improvement of an organization's processes, practices, and results (outcomes).		Yes, based on the review of the learning objectives and the skills/materials covered, the topics listed should demonstrate ability to establish feedback systems to support continuous improvement of an organization's processes, practices, and results (outcomes).	Yes	Yes	Yes	Yes	Yes	No			None	No
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